

Activity: **9.3**
Conduct User Training

Responsibility: Project Team

Description: User training is an important factor in the success of the operational software product. During training, most users will receive their first hands-on experience with the software product. Operations and maintenance staff may also be trained to use, monitor, and maintain the software product. The objective of the training is to provide the trainee with the basic skills needed to effectively use the software product and to raise the user's confidence and satisfaction with the product.

The type of training will depend on the complexity of the software product, and the number and location of the users to be trained. Alternative training formats include formal classroom training, one-on-one training, computer-based instruction, and sophisticated help screens and online documentation. Conduct the training as described in the Training Plan.

Consider conducting a pilot test of the training session(s). Include members of the project team, the system owner, and key users. Have all participants evaluate the training content, instruction, and support materials. Make any necessary changes to the training program prior to general user training sessions.

If consecutive training classes are conducted, feedback should be requested from the participants and used to continuously improve the training approach, methods, and materials.

At the completion of the training, users should have a thorough understanding of the input requirements of each transaction, the processing that takes place, and the types of output that are generated.

Work Product: Submit a copy of the training materials to the system owner and user for review and approval. Place a copy of the approved training materials in the Project File. Training materials are subject to the same configuration control procedures as the other operating documents and should remain current with changes to the software product.